

## Minutes

### Enterprise Service Desk / Enterprise Service Request System System Requirements Review

July 24, 2009  
12:00 PM CDT

#### Attendees:

NAME	CENTER	NAME	CENTER
Terry Kurtz	ARC	Jeanne O'Bryan	KSC
John Wanacott	DFRC	Tamiko Fletcher	KSC
Robert Binkley	DFRC	Tony Anania	KSC
Bill Naimen	GRC	Cathy Magnum	LaRC
Kevin Tesler	GSFC	Jeff Seaton	LaRC
Mary Ann Bents	GSFC	John Evans	LaRC
Betsy Edwards	HQ	Mike Hensey	LaRC
Beverly Hamilton	HQ	Amy Stapleton	MSFC
Bob Benedict	HQ	Anita Webster	MSFC
Corrine Irwin	HQ	Brad Solomon	MSFC
Jackie Gill	HQ	Elizabeth Sudderth	MSFC
Joe Sparmo	HQ	George Cruz	MSFC
John Sprague	HQ	Neil Rodgers	MSFC
Ken Ferris	HQ	Portia Dischinger	MSFC
Lara Petz	HQ	Terry Luttrell	MSFC
Marion Meissner	HQ	Tom Florio	MSFC
Mike Hecker	HQ	James Cluff	NSSC
Teresa Fryer	HQ	Ken Newton	NSSC
Victor Thompson	HQ	Paul Rydeen	NSSC
Robert Neil	JSC	Terry Jackson	NSSC

WebEx information provided via e-mail.

Review Documents available on SharePoint:

[https://portal.nasa.gov/sites/nasa\\_cio/ArchitectureInfrastructure/Shared%20Documents/Forms/AllItems.aspx?RootFolder=%2fsites%2fnasa\\_cio%2fArchitectureInfrastructure%2fShared%20Documents%2fPROGRAM%20INFORMATION%2fI3P%2fESD%20ESRS&View={AB12503F-269F-4EEF-A2D9-420E2D0C8434}](https://portal.nasa.gov/sites/nasa_cio/ArchitectureInfrastructure/Shared%20Documents/Forms/AllItems.aspx?RootFolder=%2fsites%2fnasa_cio%2fArchitectureInfrastructure%2fShared%20Documents%2fPROGRAM%20INFORMATION%2fI3P%2fESD%20ESRS&View={AB12503F-269F-4EEF-A2D9-420E2D0C8434})

RFP Documents posted at I3P web site: <http://i3p.nasa.gov>

## **Enterprise Service Desk / Enterprise Service Request System System Requirements Review**

1. **Opening Remarks.** Terry Jackson opened the discussion with some brief introductory comments. Paul Rydeen then began the presentation. This is the second review of the Enterprise Service Desk / Enterprise Service Request System (ESD/ESRS) project. The first review was the System Concept Review (SCR), held May 22, 2008 via telecom. Participants for the SCR were mostly NSSC and OCIO staff. For the System Requirements Review (SRR) invitations were extended to the Center CIOs, I3P Project Design Teams (PDTs), OCIO Project Executives (PEs), and OCIO IT Security.

The slide deck is organized to present SCR follow-up items, ITPMB actions, then the NPR 7120.7 requirements for the SRR. This will be followed by Amy Stapleton's presentation of options for NEACC / ESD integration and closing comments. The slide deck contains additional back-up slides that won't be covered in the presentation but are there for reference if participants wish to dig deeper into the ESD/ESRS project.

Not all requirements listed in NPR 7120.7 are addressed in the slides. Only requirements applicable to this project for this review are covered. Requirements that were completed at the SCR or are N/A are not covered. A crosswalk showing a complete list of NPR 7120.7 requirements with current status is available in SharePoint in the SRR directory.

### **2. SCR Open Items.**

#### **a. Status of Action Items.**

- i. **Sign FAD (Sprague).** The Formulation Authorization Document (FAD) was signed by I3P Program Manager Mike Hecker and Acting CIO Bobby German on July 16, 2009. The document has been uploaded to the A&I SharePoint in the SCR directory. ITEM CLOSED.
- ii. **Revise & Post CONOPS & PCA (Rydeen).** Paul Rydeen reviewed the Concept of Operations (CONOPS) with Cliff Ward and Will Peters after the SCR, updated the document as necessary, and uploaded it to SharePoint (SCR directory) as well as posting it to the I3P web site. Paul and Cliff reviewed it once again immediately prior to the SRR and made additional minor changes. It is in the SRR directory on SharePoint as well as being on the I3P web site. Paul updated the Program Commitment Agreement (PCA) after the SCR and uploaded it to SharePoint (SCR directory). Subsequent direction from John Sprague was to abandon the PCA in favor of a Requirements Document as PCAs are for programs rather than projects. ITEM CLOSED.
- iii. **Schedule SRR (Rydeen).** Paul Rydeen scheduled the SRR for July 24, 2009. ITEM CLOSED.

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iv. **Post Minutes (Rydeen).** The minutes of the SCR were uploaded to SharePoint and the I3P web site on July 15, 2009. ITEM CLOSED.

b. **Review of Minutes.** The minutes were reviewed with no additional changes. ITEM CLOSED.

c. **KDP-A.** KDP-A occurred July 18, 2009. John Sprague signed the memorandum from Paul Rydeen certifying that the project was ready to transition to Phase A. The signed memo is on SharePoint in the SCR directory.

3. **ITPMB Follow-Up.** John Sprague briefed the SCR to the IT Project Management Board (ITPMB) on June 25, 2009. Nine action items resulted from the briefing. The open items are being worked and John will report back to the ITPMB regarding their status during the KDP-C brief.

#	Action Item	Owner	Status	Due Date	Comments
1	Provide information to validate claimed benefits from 24x7 operation – “reduced agency operational costs”.	John Sprague / Paul Rydeen	OPEN	08/30/2009	
2	Rework stated benefit claiming “improved financial audit trail supporting financial statements”.	John Sprague	COMPLETE	08/30/2009	
3	Provide an updated project organization chart with a RACI diagram to board membership.	John Sprague	OPEN	08/30/2009	Pending ITMB approval.
4	Update CONOPS with Center CIO Responsibility.	John Sprague	COMPLETE	Before SRR.	SIM provided new diagram “OCIO Organizational Structure”, added to CONOPS v5.6 section 6.
5	Update Staffing Plan.	John Sprague	COMPLETE	08/30/2009	Added civil servant FTEs from NSSC and OCIO.

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6	Update Risk and issues for the briefing to distinguish between the two.	John Sprague	COMPLETE	08/30/2009	
7	Include total lifecycle cost and schedule in KDP-A review.	John Sprague	COMPLETE	KDP A date	Project Plan section 2.4.
8	Provide updated financial status charts for the briefing.	John Sprague	OPEN	08/30/2009	Pending final staffing plan.
9	Include an integrated SIMS and ITIL discussion at KDP-C.	John Sprague/Cliff Ward	OPEN	KDP C date	Targeted for October 28, 2009.

**4. NPR 7120.7 Requirements.**

- a. **Baseline Program Requirements.** The first NPR 7120.7 requirement for the SRR is to support the program manager in the development of the baseline program requirements on the project. This requirement is satisfied by the Project Plan, section 2.0. The current v1.4 of the Plan has been uploaded to SharePoint and is considered preliminary for purposes of the SRR. The Plan will be baselined at the Preliminary Design Review (PDR).

Project Phasing was presented as an excerpt from the Project Plan. The three phases of this project are (1) transition and consolidate existing Tier 0/1 support from the ODIN and NISC help desks, (2) add support for Center-specific services as Center contracts expire, and (3) add non-Center and/or non-IT support for services provided by NEACC, HQ, etc. Phases 1 and 2 may overlap. During phases 2 and 3 the NSSC will also be working to gain additional efficiencies by further consolidating the existing Customer Contact Center with the ESD/ESRS.

A graphic depicting the Overall Milestone Schedule was presented and discussed in conjunction with the Project Phasing (see slide deck). Current target dates are March 1, 2010 for internal go-live (systems tested and ready for integration with the I3P contractors) and May 1, 2010 for external go-live (begin taking calls from customers).

- b. **Project Organizational Structure.** The requirement to establish the project's organizational structure is satisfied by the image shown in the Project Plan, section 1.4. The diagram was also presented as part of the

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review. This diagram was prepared by the SIM and is current as of the review date.

- c. **Preliminary System-Level Requirements.** The requirement is to develop preliminary system-level (and lower-level, as needed) requirements. High-level requirements are contained in the Project Plan, section 2.1. Lower-level requirements for ESD/ESRS Build-out, Transition, and Operations are stated in the RFP submitted to NSSC contractor for support. The high-level requirements were presented at the review; lower-level requirements are in the back-up slides at the end of the slide deck. The RFP (dated April 15, 2009) is available on the I3P web site for review as well. The slide deck incorrectly noted May 15, 2009 as the RFP date; this will be corrected prior to posting the slides to the I3P web site. Requirements will be further developed in a separate Requirements Document prior to the PDR.
- d. **Software Management Plan.** The requirement is to prepare the preliminary software development / management plan required by NPR 7150.2. Per discussion with John Kelly and Stephen Kapurch of the Office of the Chief Engineer, a full development or management plan is not required due to the nature of the ESD/ESRS project (configuration of an existing COTS product). A Software Maintenance Plan, Test Plan, and Assurance Plan will be required. The Preliminary Software Maintenance Plan to be prepared for the PDR.
- e. **EAPR.**
  - i. **Ken Ferris review.** The Enterprise Architecture Project Review (EAPR) has been revised somewhat from what NPR 7120.7 and NPR 2830.1 require. A much more extensive EAPR is now being conducted by Ken Ferris, and will be repeated prior to each KDP rather than for KDP-B only. Ken completed the review July 13, 2009, and all 17 gate artifacts are considered “green”. Ken noted during this review that many of the gate artifacts are already at a state that would be considered “green” for KDP-C.
  - ii. **Draft IDS.** The “BMC Remedy IT Service Management 7.0 Integrations” white paper was used to satisfy the requirement for a draft Interface Definition Specification during the EAPR. The NSSC has begun preparing an ESD/ESRS-specific IDS which will be presented in preliminary form at the PDR. The BMC white paper will be uploaded to SharePoint and posted to the I3P web site.
- f. **ISSC.** NPR 7120.7 requires an Information Systems Security Categorization (ISSC) in accordance with NPR 2810.1. The preliminary ISSC was presented at the SCR and is documented in the FAD. The overall rating was “moderate”. The current categorization is also “moderate”, and is available for review in the Risk Management System (RMS) as the complete documentation is too sensitive to put on SharePoint. The FIPS 199 format for

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the overall categorization is SC = {(confidentiality, MODERATE), (integrity, MODERATE), (availability, MODERATE)}.

- g. **PII Statement.** The requirement at the SRR is to determine if the system data includes Personally Identifiable Information (PII) and thus requires privacy protection in conformance with statutes governing privacy information and enabling Agency policy. The system is not planned to contain PII.
- h. **Records Retention Requirements.** The requirement is to develop or select the records retention for all information related to the project and to be hosted on the system in accordance with the requirements of NPR 1441.1D. The relevant excerpt from NPR 1441.1D is section 8, items 107-113. A copy of these requirements is currently in SharePoint and is also produced below.

107	programs/projects that do not meet the criteria stated in Item 101.	records of programs/projects that have operational value to the Agency throughout the life of the program/project. Notes 1 and 2 contain listings of records that may be included.	held at office of record	temporary. Destroy/delete between 5 and 30 years after program/project termination. See Note 4. <N1-255-04-3>
108			all other copies	temporary. Destroy/delete when no longer needed. <N1-255-04-3>
109		all other routine records that are not considered to be essential for on-going operations of the program/project. Note 3 contains a list of records that may be included.	held at office of record	temporary. Destroy/delete when between 2 and 15 years old. Do not retain longer than life of program/project plus 5 years. See Note 4. <N1-255-04-3>
110			all other copies	temporary. Destroy/delete when no longer needed. <N1-255-04-3>

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111	hard copy originals used to create imaged record copy on microfilm or electronic media	by definition duplicate materials because record copy is retained in another medium	held anywhere	temporary. Destroy/delete after (1) verification of microfilm or electronic record copy and (2) if record copy is electronic, verification that plans and procedures are in place to migrate records to accessible hardware and software as necessary throughout their retention period. <N1-255-04-3>
112	electronic copies of records created using electronic mail, messaging systems, paging systems and word processing applications and used solely to generate a recordkeeping copy of the records covered by the other items in this schedule. Also includes electronic records created and maintained for the purpose of updating, revising, or disseminating.	copies that have no further administrative value after recordkeeping copy is created for retention under items 101, 103, 105, or 107. Includes copies maintained by individuals in personal files, personal electronic mail directories, or other personal directories including those on hard disk, network drives, shared drives, and all other electronic applications that are used only to produce the recordkeeping copy.	held anywhere	temporary. Destroy/delete within 180 days after the recordkeeping copy has been produced. <N1-255-04-3>
113		copies used for dissemination, revision, or updating that are maintained in addition to the recordkeeping copy.	held anywhere	temporary. Destroy/delete when dissemination, revision, or updating is completed. <N1-255-04-3>

i. **IT Security Controls.**

- i. **Draft IT Security Plan.** Determine the IT security controls that apply to the system in accordance with NPR 2810.1. The ESD/ESRS will leverage NSSC systems covered by the existing Security Plan. The current plan is available in RMS. Although considered "preliminary" for the SRR, the plan has been Certified & Accredited as its scope is the entire NSSC server room. NSSC staff are currently performing their annual review, which is scheduled to be completed prior to the PDR.
- ii. **ISSO Designation.** The current Information Systems Security Officer (ISSO) designation is contained in the IT Security Plan. This supersedes the preliminary ISSO designation made at the SCR.

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- j. **Preliminary Project Plan.** The requirement is to prepare a preliminary Project Plan that follows the template in NPR 7120.7 Appendix F. The current version of the Plan is v1.4, available for review in SharePoint. The current version includes updates in response to Vicky Essick's review of v1.1 after the SCR. Vicky will review the updated Plan after the SRR, and the Plan will be updated if necessary and baselined at the PDR. The WBS Baseline was excerpted from the Plan and included in the back-up slides at the end of the slide deck.
- k. **Preliminary Integrated Master Schedule.** A preliminary integrated master schedule is required at the SRR. The requirement is satisfied by the "ESM Master Plan with 7120.7 alignment" MS Project Plan document. This schedule is maintained by the SIM. The most recent version is dated July 17, 2009. It is available in SharePoint. A high-level summary of milestones was included in the back-up slides.
- l. **Preliminary Life-Cycle Cost Estimate.**
  - i. **Full-cost accounting and practices & IT security costs.**  
Requirement: Document that the preliminary life-cycle cost estimate uses the latest available full-cost accounting guidance and practices, and includes IT security costs. Status: Verified. The government cost estimate is contained in the signed FAD, available for review in SharePoint.
  - ii. **Includes reserves (level of confidence).** Per NSSC standard accounting practices, the life-cycle cost estimate includes 5% reserves. The level of confidence in the estimate is stated to be 85%.
- m. **Risk Management.** The requirement is to incorporate life-cycle risk management principles into the Project Plan in accordance with NPR 8000.4, *Risk Management Procedural Requirements*. The requirement is satisfied by section 3.2 of the Project Plan. Eleven risks have been identified for the ESD/ESRS. Five of the risks are Red, five are Yellow, and one is Green. All risks at the NSSC are tracked and managed in Active Risk Manager (ARM).

The slide deck contains a 5x5 risk chart as well as a listing of all 11 risks. Further details for each, including planned mitigation actions, are in the back-up slides.

Bob Benedict asked that risk #4 (Integration of ESD with I3P contractors) be re-examined to make sure Yellow is the appropriate rating. Bob felt that Red that might be more appropriate. The NSSC will rerun the risk through ARM at the next meeting of their Risk Owners Work Group.

Amy Stapleton pointed out that risk #11 (Impact of all five I3P contractors choosing to use the NSSC's Remedy system) is not really mitigated by the



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NEACC's desire to relocate their existing Remedy system to the NSSC because the EAST contractor could still choose to bring their system here as well. The risk chart will be updated to remove this as a mitigating action.

- n. **Certification.** One of the required gate products is a memorandum from the Project Manager certifying that the project is ready to transition to the next phase. Paul Rydeen has drafted the memorandum and will sign it after the conclusion of the SRR. It will be forwarded to John Sprague for signature, and uploaded to SharePoint as part of the SRR documentation.
  - o. **KDP-B.** KDP-B will be accomplished once John Sprague has signed the memorandum certifying project readiness for Phase B.
  - p. **Governing Body Review.** John Sprague will brief the ITPMB at the KDP-C brief regarding the results of the SRR. John Sprague has decision authority for KDP-B. The ITPMB has decision authority for KDP-C and KDP-E.
  - q. **Preliminary Design Review (PDR).** The PDR is tentatively scheduled for September 28, 2009.
5. **ESD/ESRS Interfaces.** A graphic image and table were presented, representing the NSSC's preliminary understanding of the required interfaces for the project. Twenty interfaces are defined, with data exchange options for each and the governing document that defines each of them. These interfaces will be further defined as the ESD/ESRS IDS is written. A comment was made to add the Security Operations Center (SOC) to the diagram.
6. **NEACC/ESD Integration Discussion.** Amy Stapleton (NEACC) introduced possible options for integration of the existing NEACC Remedy system with the NSSC's Remedy system. The slides presented were prepared with the support of Martin Wiser, Client Architect for BMC.

The NEACC is using a mature, highly-customized version of Remedy that sits on the 7.0 platform with taking advantage of the out-of-the-box ITSM features that come with 7.x. The ESD/ESRS will run on version 7.5 with customizations at an absolute minimum (the NSSC's existing customized v6.4 is being upgraded to 7.5 prior to the ESD/ESRS standing up). The NEACC is interested in relocating its system to the NSSC and, rather than giving up the numerous customized processes already in place for the NSSC's mostly out-of-the-box processes, work out the best approach for integrating the two systems. The NEACC system would eventually be phased out during the life of the EAST contract in favor of the NSSC's system. (The NEACC system would look like Tier 2 to the NSSC's system but would in fact act as a bridge between the NSSC and the EAST contractor's system. The NEACC system might thus be designated "Tier 1A".)

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BMC offered three options for integrating the systems – Remedy Distributed Server Option (DSO), Web Services, or internal workflow engine. DSO is the preferred option for two Remedy systems interfacing, and Web Services is best used when Remedy interfaces with a non-Remedy system. Both options would require 3 to 4 months to implement. Since the NEACC system is proposed to be relocated to the NSSC, internal workflow processes could be created in a matter of 3 or 4 weeks, providing a single operating environment. This is the preferred option.

The NSSC and the NEACC will explore this option further and report back at the PDR. Initial requirements for the NEACC system are in the slide deck presented at the SRR.

7. **Open Discussion.** The discussion was opened up for questions and comments from the CIOs and other guests on the call. Comments regarding agenda items are included with the corresponding agenda item above. Additionally, Bob Benedict suggested a Non-Advocate Review be conducted. He suggested checking with Gene Sullivan regarding possible approaches. The option of using Stennis Space Center (SSC) IT staff was brought up by Terry Jackson, since SSC and the NSSC are co-located. Neil Rodgers mentioned using MSFC as well. Amy Stapleton asked if a lower-level build-out plan would be prepared; plans are to present it at the PDR. John Sprague mentioned that the OCIO was planning a meeting the week of July 27, 2009 to further refine the Cross-Functional Performance Work Statement (CF-PWS). A discussion was held concerning the aggressive nature of the ESD/ESRS schedule, with options for the best approach for meeting milestones. The NEACC “Agile” model was briefly covered.
8. **Closing Remarks.** The minutes of the SRR will be made available in SharePoint and at the I3P web site when they are ready. The updated slide deck will be uploaded to SharePoint once changes are made, and will also be posted on the I3P web site. KDP-B is pending John Sprague’s approval. The PDR is targeted for September 28, 2009. The SRR adjourned at 1:30 pm CDT.

### **9. Review Item Dispositions (RIDs) and Action Items.**

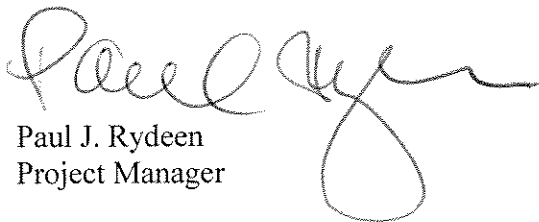
#	RID	Owner	Status	Due Date	Comments
1	Preliminary Requirements Document.	Paul Rydeen		PDR	
2	Verify Risk 4 is Yellow rather than Red.	Paul Rydeen	Complete	8/21/09	Changed to Red.

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#	Action Item	Owner	Status	Due Date	Comments
1	Correct slides 13 & 15 (change "May" to "April").	Paul Rydeen	Complete.	7/31/09	
2	Review & update Project Plan.	John Sprague / Paul Rydeen	Vicky Essick's review completed 7/30/09.	PDR	
3	Preliminary Software Maintenance Plan.	Paul Rydeen		PDR	The NSSC's Service Provider (SP) will prepare.
4	Prelim Software Test Plan.	Paul Rydeen		CDR	The NSSC's SP will prepare.
5	Prelim Software Assurance Plan.	Paul Rydeen		TRR	The NSSC's SP will prepare.
6	Second EAPR.	Ken Ferris		One week prior to PDR.	
7	Post BMC Integrations white paper to SharePoint and I3P web site.	Paul Rydeen	Complete.	7/31/09	
8	Preliminary IDS.	Paul Rydeen		PDR	The NSSC's SP will prepare.
9	Review IT Security Plan.	Paul Rydeen		PDR	The NSSC's SP will complete its review of the existing plan and add ESD/ESRS elements as necessary.
10	Remove mitigation from Risk 11.	Paul Rydeen	Complete.	7/31/09	
11	Prepare certification memo for Project Executive.	Paul Rydeen	Complete.	7/31/09	
12	Sign certification memo.	John Sprague	Complete.	After SRR.	Occurred August 12, 2009.
13	Governing Body	John Sprague	N/A –	8/7/09	ITPMB

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	Review.		ITPMB will review PDR.		rescheduled governing body review for after PDR..
14	Schedule PDR.	Paul Rydeen		After final I3P RFP release schedule is published.	Currently targeted for 9/28/09.
15	Add SOC to slide 30.	Paul Rydeen	Complete.	7/31/09	
16	Further develop NEACC/ESD integration proposal.	Amy Stapleton		PDR.	
17	Explore options for Non-Advocate Review.	Terry Jackson		PDR.	Contact Gene Sullivan and/or Dinna Cottrell (SSC CIO).
18	Lower-level build-out plan.	Paul Rydeen		PDR.	
19	Prepare SRR minutes.	Paul Rydeen	Complete.	7/31/09	
20	Post minutes.	Paul Rydeen		After PE approval.	
21	Post slide deck.	Paul Rydeen	Complete.	7/31/09	
22	Upload PDR review documents to SharePoint.	Paul Rydeen		One week prior to PDR.	

  
Paul J. Rydeen  
Project Manager

8-26-09

Date